



**COUNTY OF LOS ANGELES
DEPARTMENT OF CONSUMER AFFAIRS**

Members of the Board

Gloria Molina
Yvonne Brathwaite Burke
Zev Yaroslavsky
Don Knabe
Michael D. Antonovich

Pastor Herrera, Jr.
Director

"To Enrich Lives Through Effective and Caring Service"

August 10, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**APPROVE AMENDMENT NO. 4 TO AGREEMENT No. 72797
WITH NEIGHBORHOOD LEGAL SERVICES OF LOS ANGELES COUNTY
TO EXTEND THE DEVELOPMENT AND MANAGEMENT OF PILOT
SELF-HELP LEGAL ACCESS CENTERS (SHLACs)
(SUPERVISORIAL DISTRICT 1, 2, 3 – 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and Award the enclosed Amendment No. 4 (Attachment A) to Agreement No. 72797 with Neighborhood Legal Services of Los Angeles County to extend the Development and Management of Pilot Self-Help Legal Access Centers (SHLACs). The Amendment will provide for the continuation of SHLACs to the Superior Courts of California, County of Los Angeles, Northwest District – Van Nuys, East District-Pomona and South West District-Inglewood, amend the contract term to August 31, 2005, and increase the contract sum.
2. Authorize the Director of Consumer Affairs or his designee to extend the Agreement for one (1) option year period to August 31, 2006, for a maximum contract term of six (6) years.
3. Instruct the Chairman to sign the Amendment.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

Approval of the proposed contract amendment will enable Neighborhood Legal Services of Los Angeles County (NLS) to continue operations at the Van Nuys, Pomona and Inglewood Courthouses to provide basic, critical information regarding the court system for unrepresented litigants in Los Angeles County.

Unrepresented litigants require information on court-related matters such as form preparation, service of process, and courtroom procedures and demeanor. The lack of this information compromises their access to the judicial system and negatively impacts the administration and operation of the trial courts. Self-Help Legal Access Centers (SHLAC) have proven to be an effective method of assisting unrepresented litigants in understanding the laws, regulations and court procedures relevant to their case, which enables them to make informed choices concerning the legal options available to them.

Background

In October 2000, the SHLAC pilot program was initiated at the Van Nuys Courthouse through an agreement with NLS. In January 2003, your Board approved Amendment No. 3 to the NLS contract to extend the operation of the Van Nuys SHLAC and expand service to Pomona and Inglewood through August 31, 2004. Since inception, the three SHLAC locations have served more than 80,000 individuals.

Proposed Contract Amendment No. 4

Approval of Amendment No. 4 to the current NLS contract will allow NLS to continue services at the Van Nuys, Pomona and Inglewood Courthouses through August 31, 2005, with a one-year option to continue services until August 31, 2006.

IMPLEMENTATION OF STRATEGIC PLAN GOALS:

Goal 1: Service Excellence, Strategy 1: Develop Standards for User Friendly Service

FISCAL IMPACT/FINANCING:

The Department of Consumer Affairs' (Department) 2004-05 Budget currently appropriates \$313,000 for the operation of the Van Nuys SHLAC, \$240,000 for the Pomona SHLAC and \$122,000 for the Inglewood SHLAC.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

On June 20, 2000, the Board approved the existing Agreement Number 72797 between the County of Los Angeles, and Neighborhood Legal Services of Los Angeles County for the development and management of a pilot SHLAC (Agreement). The Agreement was for one (1) year and was extended by your Board by Amendment No. 1 to continue operations for an additional one (1) year period to October 22, 2002. Amendment No. 2 was approved by your Board to continue operations for an additional one (1) year period to October 22, 2003. Amendment No. 3 was approved by your Board to continue services at Van Nuys and expand operations to Pomona and Inglewood through August 31, 2004.

The proposed Amendment No. 4 to the Agreement shall allow continued development and management of the Self-Help Legal Access Centers for unrepresented litigants adjacent to the Superior Court of California, County of Los Angeles, Northwest-Van Nuys, East District-Pomona and South West District-Inglewood.

The Contractor will not be asked to perform services, which will exceed the approved contract amount, scope of work and contract dates.

The Contractor shall comply with the County Jury Service Program (Chapter 2.203 of the County Code).

The proposed Amendment No. 4 (Attachment A) has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS):

Amendment No. 4 to the Agreement will comply with your Board's adopted January 2003 Board Motion to provide for basic, critical information regarding the court system for unrepresented litigants in Los Angeles County.

By amending the Agreement, the SHLACs will continue to provide services to the public which include but are not limited to: assist patrons with correctly completing required court forms, provide information concerning service of court papers on involved parties, and provide counseling on how to prepare and present their own case to a judge or jury to obtain the manner of relief sought. Counseling or assistance is provided to patrons on civil law matters including, but not limited to, name change, family law, landlord/tenant, conservatorship and guardianship.

Honorable Board of Supervisors

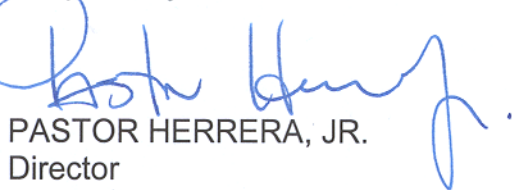
August 10, 2004

Page 4

CONCLUSION:

The Executive Office, Board of Supervisors is requested to return a copy of the approved Board letter to the Department as well as three (3) signed copies of the Amendment Number Four (4) to the Department.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Pastor Herrera, Jr.", is written over the printed name and title.

PASTOR HERRERA, JR.
Director

PHJ:TRB:tb:BoardLetterSHLAC July 2004 Ver III

ATTACHMENT

c: Chief Administrative Officer
Executive Officer, Board of Supervisors
County Counsel

**AMENDMENT NO. 4
TO AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
NEIGHBORHOOD LEGAL SERVICES OF LOS ANGELES COUNTY
(FORMERLY KNOWN AS SAN FERNANDO VALLEY
NEIGHBORHOOD LEGAL SERVICES)
FOR
DEVELOPMENT AND MANAGEMENT OF
PILOT SELF-HELP LEGAL ACCESS CENTERS**

AGREEMENT NO. 72797

This Amendment No. 4 to Agreement No. 72797 is made and entered into this ____ day of _____, 2004 by and between the County of Los Angeles, hereinafter referred to as COUNTY, and Neighborhood Legal Services of Los Angeles County (formerly known as San Fernando Valley Neighborhood Legal Services), hereinafter referred to as CONTRACTOR.

RECITALS

WHEREAS, on June 20, 2000, COUNTY and CONTRACTOR entered into an Agreement No. 72797 (Agreement), whereby CONTRACTOR was to develop and manage a pilot Self-Help Legal Access Center (SHLAC) for unrepresented litigants at one or more locations, including a location adjacent to the Superior Court of California, County of Los Angeles, Northwest District – Van Nuys (Van Nuys SHLAC); and

WHEREAS, Amendment No. 1 amended the Agreement by extending the term of the Agreement for one (1) year to October 22, 2002 and increasing the Contract Sum; and

WHEREAS, Amendment No. 2 amended the Agreement by extending the term of the Agreement for one (1) year to October 22, 2003 and increasing the Contract Sum; and

WHEREAS, Amendment No. 3 amended the Agreement by providing for development and management of two additional pilot SHLAC facilities to be located adjacent to or at the Superior Court of California, County of Los Angeles, East District (Pomona SHLAC) and Southwest District (Inglewood SHLAC), authorizing COUNTY'S Director or designee to extend the term of said Agreement, and increasing the Contract Sum; and

WHEREAS, Change Notice No. 1 and Change Notice No. 3 amended the Agreement by modifying services to be provided by CONTRACTOR at Van Nuys SHLAC and Pomona SHLAC; and

WHEREAS, Change Notice No. 2 amended the Agreement by extending the term of the Agreement for one (1) year to August 31, 2004, and

WHEREAS, COUNTY and CONTRACTOR desire to further amend the Agreement to extend the term of said Agreement for an additional one (1) year period with one (1) option year, and to increase the Contract Sum and modify the Statement of Work of said Agreement; and

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to amend the Agreement as follows:

1. **Subparagraph 2.3 of Paragraph 2.0, TERM**, is modified in its entirety to read as follows:

“2.3 The term of the Agreement shall be extended to August 31, 2005, unless sooner terminated or extended, in whole or in part, as provided in the Agreement.”

2. **Subparagraph 2.4 of Paragraph 2.0, TERM**, is modified in its entirety to read as follows:

“2.4 COUNTY shall have the sole option to extend the term of the Agreement for up to one (1) additional one-year period for a maximum total term of six (6) years. Each such option and extension shall be exercised at the sole discretion of the Director.”

3. **Subparagraph 7.1 of Paragraph 7.0, ADMINISTRATION OF AGREEMENT – CONTRACTOR**, is modified in its entirety to read as follows:

“CONTRACTOR'S Project Manager

"7.1 Contractor's Project Manager is the following person, who must be a full-time employee of CONTRACTOR:

Yvonne Mariajimenez, Acting Executive Director
Neighborhood Legal Services of Los Angeles County
13327 Van Nuys Boulevard
Pacoima, California 91331”

4. **Subparagraph 10.1 of Paragraph 10.0, AMENDMENT**, is modified in its entirety to read as follows:

“10.1 For any change that affects the Statement of Work, Contract Sum or any other term or condition included in this Agreement, an Amendment to this Agreement shall be prepared and executed by COUNTY's Board of

Supervisors and CONTRACTOR; except that COUNTY's Project Director or designee, solely at COUNTY's discretion, is expressly authorized to extend the term of the Agreement as provided for in Subparagraph 2.4 of this Agreement."

5. **Subparagraph 15.1 of Paragraph 15.0, CONTRACT SUM,** is modified in its entirety to read as follows:

"15.1 This is a Fixed Price Agreement and CONTRACTOR may be reimbursed as indicated in Exhibit B-2 (Contractor's Fixed Price Pilot Project), subject to the Contract Sum and any time limit specified herein. The Contract Sum, including all applicable taxes, authorized by COUNTY hereunder shall not exceed \$3,215,000 dollars, which is the maximum total amount payable by COUNTY to CONTRACTOR for the performance of work set forth herein as shown in the Contract Sum Summary Table 15.1 below.

"This includes a Contract Cost for the SHLAC Van Nuys facility for four (4) years and ten (10) months of \$1,565,000 and one (1) option year of \$313,000. The Contract Cost for the SHLAC – Inglewood facility for three (3) years is \$324,000 and one (1) option year of \$122,000. The SHLAC - Pomona facility Contract Cost for three (3) years is \$ 651,000 and one (1) option year of \$240,000. The option years are exercised solely at COUNTY discretion. All budgeted costs must be incurred in the Contract year. Unspent funds will be returned to the County General Fund."

Table 15.1

CONTRACT SUM SUMMARY		
Year	Contract Dates	Contract Sum
SHLAC – Van Nuys		
Year 1	October 22, 2001	\$ 313,000
Year 2	October 22, 2002	\$ 313,000
Year 3	October 23, 2002 – August 31, 2003	\$ 313,000
Year 4	August 31, 2004	\$ 313,000
Year 5	August 31, 2005	\$ 313,000
Year 6 – Option	August 31, 2006	\$ 313,000
Subtotal		\$ 1,878,000
SHLAC – Inglewood		
Year 1	Effective Date – August 31, 2003	\$ 80,000
Year 2 –	August 31, 2004	\$ 122,000
Year 3	August 31, 2005	\$ 122,000
Year 4 – Option	August 31, 2006	\$ 122,000
Subtotal		\$ 446,000
SHLAC – Pomona		
Year 1	Effective Date – August 31, 2003	\$ 148,000
Year 2	August 31, 2004	\$ 263,000
Year 3	August 31, 2005	\$ 240,000
Year 4 – Option	August 31, 2006	\$ 240,000
Subtotal		\$ 891,000
Total Contract Sum		\$3,215,000

6. **Paragraph 57.0, CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**, is replaced in its entirety as follows:

"57.0 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

"The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through Contract are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

"As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b)."

7. **Paragraph 58.0, TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**, is replaced in its entirety as follows:

“58.0 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY’S CHILD SUPPORT COMPLIANCE PROGRAM

“Failure of the CONTRACTOR to maintain compliance with the requirements set forth in Subparagraph 57.0 - Contractor’s Warranty of Adherence to County’s Child Support Compliance Program, shall constitute default under this Agreement. Without limiting the rights and remedies available to COUNTY under any other provision of this Agreement, failure of CONTRACTOR to cure such default within ninety (90) calendar days of within notice shall be grounds upon which COUNTY may terminate this Agreement pursuant to Subparagraph 30.0 - Termination for Default and pursue debarment of CONTRACTOR, pursuant to County Code Chapter 2.202.”

7. **Paragraph 61.0, CONTRACTOR RESPONSIBILITY AND DEBARMENT**, is replaced in its entirety as follows:

“61.0 CONTRACTOR RESPONSIBILITY AND DEBARMENT

“61.1 Responsible Contractor

“A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County’s policy to conduct business only with responsible Contractors.

“61.2 Chapter 2.202 of the County Code

“The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not

responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time not to exceed three (3) years, and terminate any or all existing Contracts the Contractor may have with the County.

“61.3 Non-responsible Contractor

“The County may debar a Contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor’s quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

“61.4 Contractor Hearing Board

“If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

“The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor’s representative shall be given an opportunity to submit evidence at that hearing. After the

hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

“After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

“61.5 Subcontractors of Contractor

“These terms shall also apply to Subcontractors of County Contractors.”

8. **Exhibit A-1, STATEMENT OF WORK**, is replaced in its entirety by Exhibit A-2, Statement of Work, attached hereto and incorporated herein by reference.
9. **Exhibit B-1, TOTAL FIXED PRICE**, is replaced in its entirety by Exhibit B-2, Total Fixed Price, attached hereto and incorporated herein by reference.
10. Except as provided herein, all other terms and conditions of the Agreement as amended shall remain in full force and effect.

AUTHORIZATION OF AMENDMENT NO. 4
TO AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
NEIGHBORHOOD LEGAL SERVICES OF LOS ANGELES COUNTY

AGREEMENT NO. 72797

IN WITNESS WHEREOF, the County of Los Angeles Board of Supervisors has caused this COUNTY Amendment to be subscribed by its Chairperson and the seal of said Board to be affixed and attested by the Executive Officer and Clerk thereof, and CONTRACTOR has caused this Agreement to be signed by its duly authorized officer, this _____ day of _____, 2004.

COUNTY OF LOS ANGELES

By: _____
Chairman, Board of Supervisors

ATTEST:

VIOLET VARONA-LUKENS
Executive Officer - Clerk
Of the Board of Supervisors
County of Los Angeles

By: _____
Deputy

CONTRACTOR

By: _____
Yvonne Maria Jimenez, Acting Executive Director
Neighborhood Legal Services of Los Angeles County

APPROVED AS TO FORM:

County Counsel

By _____

Senior Deputy County Counsel

Amendment #4 July 2004

EXHIBIT A - 2
STATEMENT OF WORK

CONTRACTOR will operate three Self-Help Legal Access Centers (SHLACs) to assist unrepresented litigants at the Superior Court of California, County of Los Angeles.

CONTRACTOR shall provide the following services, as directed by the COUNTY's Project Director:

1. SHLAC Purpose and Locations: The purpose of the SHLAC is to assist unrepresented patrons in understanding the laws, regulations and court procedures relevant to their case, and to better enable them to represent themselves and make informed choices concerning the legal options available to them. The SHLAC shall not provide services already provided by the County of Los Angeles or County funded contractors. The CONTRACTOR is to operate a SHLAC at each of the following locations of the Superior Court of California, County of Los Angeles:
 - The Northwest District, Van Nuys Courthouse
 - The Southwest District, Inglewood Courthouse
 - The East District, Pomona Courthouse South
2. Eligibility \ Fees for Service: All residents of Los Angeles County with business at the Los Angeles County Superior Court and using the Northwest, Van Nuys District Court; the Southwest District, Inglewood Court; and the East District, Pomona Courthouse are eligible for service without charge regardless of their income.
3. Hours of Operation: The SHLAC offices shall be open for service during regular court days and hours, except for one designated afternoon a week. On one designated afternoon a week the SHLACs may be closed in order to convene individual center staff meetings and collective staff meetings, meet with court personnel, update Judicial Council Form Packets, modify and create self-help packets, and to attend to other matters necessary for the successful operation of the SHLACs. Each SHLAC may operate beyond regular court days and hours if permitted by the location at which it operates.
4. Representation and Legal Advice: SHLAC employees and volunteers shall not dispense legal advice or provide direct legal representation to SHLAC patrons. Patrons in need of legal representation shall be referred to qualified non-profit organizations as outlined in the following section (#5).
5. Referrals: Patrons in need of representation are only to be referred to qualified non-profit legal services programs: Public Counsel, the pro bono arm of the Los Angeles County Bar Association; and approved Bar Association lawyer referral services

programs. Referrals for other purposes shall only be made to appropriate government, community and non-profit agencies. The SHLAC is not to be used to solicit business for private practitioners or others, or for referral to for-profit agencies, individuals or others. Records of referrals shall be kept by CONTRACTOR, and CONTRACTOR shall implement necessary procedures to insure that the SHLAC is not used to solicit business for private practitioners or others, or for referral to for-profit agencies, individuals or others.

6. Intake Form and Assessment: Persons requesting assistance shall complete a patron intake form. Intake forms shall indicate the following: the type of assistance the patron is seeking; if this is their first visit to the SHLAC; whether the patron or the opposing party is currently represented by counsel; if the District Attorney, City Attorney or other prosecuting agency is involved in any aspect of the case; how they were referred to the SHLAC; and the patron's primary language. Income information will be provided on a voluntary basis for statistical purposes only. Intake forms shall disclose that both parties to a dispute may be using the SHLAC for assistance, and shall further disclose that the SHLAC is not representing the patron in this or any other matter. CONTRACTOR shall request that each patron complete a customer satisfaction survey upon completion of services. Complete intake forms and customer satisfaction surveys shall be retained for a period of three years.
7. Services: CONTRACTOR will counsel and educate patrons concerning the laws relevant to their case, assist patrons with correctly completing required court forms, provide information concerning service of court papers on involved parties, and provide counseling on how to prepare and present their own case to a judge or jury to obtain the manner of relief sought. Assistance is to be provided to patrons on civil law matters including, but not limited to, name change, family law, landlord/tenant, guardianship, conservatorship, neighbor disputes and general civil litigation. All information given to patrons and forms completed will be overseen and reviewed by an attorney licensed to practice law in California and in good standing.
8. Personal Consultation: The SHLAC shall provide assistance to unrepresented litigants. SHLAC staff and volunteers will assess the needs of the individual patrons and provide information and printed materials in English and Spanish and in other languages as CONTRACTOR deems necessary to fulfill the mission of the SHLAC. Staff and volunteers will provide brief, specific and time-limited assistance including, but not limited to, assistance in completing court forms, conducting legal research, understanding service of process, calculating deadlines, and understanding legal options.
9. Forms and Printed Materials: Judicial Council approved court forms shall be made available without charge to SHLAC patrons. Printed materials shall also be made available to patrons to assist them in understanding the laws, regulations, and procedures relevant to civil and family law actions. Printed materials should be available in English and Spanish and in other languages deemed appropriate and necessary by CONTRACTOR to assist patrons. Books and other publications

designed to assist unrepresented patrons shall also be made available for on-site review. CONTRACTOR shall use uniform forms and materials at the SHLACs.

10. Audio-Visual Educational Aids \ Computers: Audio-visual legal assistance materials and the equipment necessary for their viewing shall be available on the premises to SHLAC patrons. CONTRACTOR will seek the assistance of qualified organizations when necessary in order to communicate with the hearing impaired. Computers with printers shall be available to patrons to assist with forms completion and internet access for research relevant to their case.
11. Community Education and Outreach: CONTRACTOR shall engage in community education and outreach activities designed to educate the public and the bar concerning the purpose of the SHLAC, the services it offers, issues facing pro per litigants, and volunteer opportunities.
12. Court Liaison: CONTRACTOR shall establish and maintain effective and productive communications with court staff and administrators to inform them of the activities and progress of the SHLACs and to seek their support in the successful operation of the program.
13. Volunteers and Volunteer Training: CONTRACTOR shall recruit volunteer attorneys, paraprofessionals and others to assist patrons of the SHLAC. CONTRACTOR shall develop a training program and training manual to insure quality service and compliance with the provisions of this contract.
14. Coordination of SHLAC Services and Office Protocols: SHLAC staff will use uniform written procedural documents outlining office operations and delineating employee and volunteer duties. CONTRACTOR shall coordinate the operation of all SHLACs to insure uniform policies, procedures, materials and forms. Staff from all SHLACs shall meet at least quarterly to coordinate efforts, to discuss service issues, and to insure that each center is operating efficiently and effectively.
15. Program Evaluation: CONTRACTOR shall prepare for the Department of Consumer Affairs COUNTY Project Director, an annual report which shall include a summary of the services provided at the SHLAC, the number of people assisted, a summary of the information contained on the client intake forms, a summary of the client satisfaction surveys, a summary of the number of volunteers serving at the SHLACs and the number of hours served, new materials developed, results of liaison with the courts and all other SHLAC activities
16. Reports: Complete financial reports of expenditures shall be provided to the COUNTY by the twentieth day of each month for the previous month. Reports must also be submitted by the twentieth day of each month for the previous month which detail the number of clients served, the type of service provided, the income ranges of patrons, and a summary of the required customer satisfaction surveys.

EXHIBIT B-2

TOTAL FIXED PRICE

VAN NUYS

	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>	<u>YEAR 4</u>	<u>YEAR 5</u>	(Option) <u>YEAR 6</u>	<u>TOTAL</u>
Personnel	\$262,572	\$270,178	\$295,217	\$298,108	\$298,108	\$298,108	\$1,722,291
Non-Personnel	50,428	42,822	17,783	14,892	14,892	14,892	155,709
	<u>\$313,000</u>	<u>\$313,000</u>	<u>\$313,000</u>	<u>\$313,000</u>	<u>\$313,000</u>	<u>\$313,000</u>	<u>\$1,878,000</u>

INGLEWOOD

	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>	(Option) <u>YEAR 4</u>	<u>TOTAL</u>
Personnel	\$75,408	\$116,760	\$116,760	\$116,760	\$425,688
Non-Personnel	4,592	5,240	5,240	5,240	20,312
	<u>\$80,000</u>	<u>\$122,000</u>	<u>\$122,000</u>	<u>\$122,000</u>	<u>\$446,000</u>

POMONA

	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>	(Option) <u>YEAR 4</u>	<u>TOTAL</u>
Personnel	\$138,000	\$228,041	\$230,000	\$230,000	\$826,041
Non-Personnel	10,000	34,959	10,000	10,000	64,959
	<u>\$148,000</u>	<u>\$263,000</u>	<u>\$240,000</u>	<u>\$240,000</u>	<u>\$891,000</u>

TOTAL CONTRACT SUM

\$3,215,000